

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 4170 **TITLE:** Public Safety Communications Training Coordinator
GRADE: P-23

DEFINITION:

Under general supervision, coordinates all training activities and requirements for employees in the Public Safety Communications Center; develops and implements comprehensive, up-to-date educational programs mandated by law or by the Department relating to public safety communications work and involving the operation of computer-aided dispatch, digital communications, telephone and radio systems; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is a single-position class. The incumbent coordinates training for all PSCC staff.

ILLUSTRATIVE DUTIES:

Provides technical guidance to supervisors and trainers in their squad training efforts;
Reviews evaluations on employees in training to assess skills/progress of trainees and trainers;
Defines training objectives for training officers and develops workshops to deliver them;
Designs and validates tests and work sheets to be administered during training;
Provides instruction in communications in the Public Safety Academy;
Schedules Basic Communication School, reviews course outlines and materials for accuracy and relevancy, and schedules guest lecturers;
Develops topics and curricula for in-service training to update and/or instruct experienced employees in new or current procedures, techniques and requirements;
Participates in personnel processes, providing management with recommendations on new hires, promotions, and transfers;
Prepares the training program's annual budget for equipment and training aids;
Prepares travel and tuition request forms for training classes for PSCC staff;
Prepares statistical reports on overtime, turnover, and other issues related to human resources;
Keeps abreast of new training methods in public safety communications.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of the geography of the County;
Thorough knowledge of policies, procedures, laws, and regulations pertaining to public safety communications, and the ability to apply them;
Thorough knowledge of County police, fire, and emergency medical service operations;
Thorough knowledge of how to efficiently operate computer-aided dispatch, digital communications, telephone and radio equipment, teletypewriters, and related equipment to perform all public safety communications duties;
Knowledge of supervisory principles and practices;

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Knowledge of the principles of learning and training (for example, the role of the teacher/trainer, basic learning processes, the effects of reinforcement, sanction, and practice on retention and transfer of learning);

Ability to effectively direct the work of others and evaluate performance;

Ability to construct job-related courses, develop curricula, formulate objectives, and design and present training materials and simulation exercises which develop particular skills;

Ability to exercise sound leadership;

Ability to resolve conflict situations;

Ability to write clearly, analytically, and effectively, and to keep records;

Ability to act quickly, decisively, and maintain composure in an emergency;

Ability to work calmly and effectively under stress;

Ability to exercise tact and sound judgement;

Ability to speak clearly and distinctly;

Ability to establish and maintain good working relationships with others that reflect a positive image of the Department and County.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:

High school graduation or a G.E.D. issued by a state department of education;

One year of experience serving in a public safety communications center as a squad supervisor.

CERTIFICATES AND LICENSES REQUIRED:

Certifications in police dispatching, fire dispatching, emergency medical service dispatching, basic communications, first aid/cardiopulmonary resuscitation, and the Virginia Criminal Information Network (VCIN).

Certification from the Virginia Department of Criminal Justice as a Law Enforcement Instructor.

ESTABLISHED: April 27, 1998